

Action Plan and Progress Assessment (APPA) for the implementation of audit recommendations from the OAG- Prepared for the Select Standing Committee of Public Accounts
Attention: Shirley Bond, Chair and Mitzi Dean, Deputy Chair of the Select Standing Committee on Public Accounts

An Independent Review of Commercial Vehicle Safety, Released December 2018

<http://www.bcauditor.com/pubs>

PAC Meeting Plan¹ 07/02/19

Prepared by: Ian Pilkington, Exec Director Highway Operations,
 Ministry of Transportation and Infrastructure

Reviewed by: Kevin Richter, Associate Deputy Minister,
 Ministry of Transportation and Infrastructure

Rec. # Accepted? Yes / No ²	OAG Recommendations	Actions Planned & Target Date(s) ³	Assessment of Progress to date ⁴ and Actions Taken ⁵ (APPA update)
1 Yes	We recommend that the Insurance Corporation of British Columbia continue its recent work to evaluate licensing strategies, including the effectiveness of B.C.'s commercial driver licensing standards, to improve road safety, and that it act upon the findings, in coordination with PSSG. This should include a consideration of mandatory entry-level training.	<p>The Insurance Corporation of British Columbia (ICBC), working with the Ministry of Public Safety and Solicitor General (PSSG) and the Ministry of Transportation and Infrastructure (TRAN) are developing a model for mandatory entry level training for Class 1 commercial drivers in BC.</p> <p>Additionally, ICBC, PSSG and TRAN has agreed to work with the federal government and other provinces and territories to develop a federal minimum standard for entry level training for Class 1 drivers.</p> <p>Target Date for decisions on implementation and timing of the BC training: 2019. Target date for the federal standard: January 2020.</p>	<p>Progress Assessment: Partially implemented</p> <p>Actions Taken & Discussion: ICBC has reviewed licencing and training best practices as they relate to reducing crashes.</p> <p>Work on a mandatory entry level training program for British Columbia is in the model development phase.</p> <p>Work on a federal model has recently been announced.</p>

¹ The audited organization will be required to present their initial action plan at this meeting (i.e. First three columns completed for each OAG recommendation included in the audit report)

² For each recommendation, the audited organization should state whether or not they have accepted the recommendation and plan to implement it fully by typing either "Yes" or "No" under the number of the recommendation.

³ Target date is the date that audited organization expects to have "fully or substantially implemented" the recommendation. If several actions are planned to implement one recommendation, indicate target dates for each if they are different.

⁴ The Select Standing Committee on Public Accounts (PAC) will request that the audited organization provide a yearly update (i.e. completed "Assessment of Progress and Actions Taken" column) until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. This is for the APPA update.

⁵ This action plan and the subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has implemented the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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2. Yes	We recommend that government establish clear responsibility for the promotion of commercial vehicle road safety education and awareness.	<p>A permanent oversight committee established by TRAN, PSSG and ICBC is reviewing commercial vehicle road safety education and awareness programs and will make enhancements to existing programs and establish a lead agency.</p> <p>Target Date for recommendations from the committee: Winter 2019</p>	<p>Progress Assessment: Partially implemented.</p> <p>Actions Taken & Discussion: TRAN, PSSG and ICBC have established a permanent oversight committee on commercial vehicle road safety education and awareness.</p> <p>Current education and awareness models to be reviewed by the committee include the successful structure and delivery of such programs as the BC Road Safety Strategy Safe Vehicles Committee and the Winter Driving Safety Alliance.</p>
3. Yes	We recommend that ICBC and PSSG ensure program evaluation is a key component of the design and implementation of future education and awareness campaigns related to commercial vehicles.	<p>ICBC and PSSG will work with TRAN through the committee established in Recommendation #2 to research best practices and review existing evaluation programs and develop a framework that will be used in future campaigns.</p> <p>Target date for best practice review: Summer 2019.</p> <p>Target date for framework completion: Fall 2019.</p>	<p>Progress Assessment: Partially implemented.</p> <p>Actions Taken & Discussion: The committee is reviewing ours and other jurisdictions education and awareness programs and their evaluation processes. As well, a formal evaluation component will be included as part of any changes to commercial driver licensing, such as the mandatory entry level training program.</p>

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4. Yes	<p>We recommend that TRAN consider reviewing and modernizing the regulations and administrative policy to ensure CVSE staff can efficiently and effectively:</p> <ul style="list-style-type: none"> • assess whether designated inspection facilities have done inspections in compliance with program expectations and remove licences from non-compliant facilities where appropriate; • address key safety risks not addressed under current policy; • ensure only carriers that have demonstrated the knowledge and ability to operate safely are granted a National Safety Code certificate. 	<p>TRAN is moving forward on improvement areas identified in a review of sections within the Motor Vehicle Act specific to the Designated Inspection Facilities, (DIF) by:</p> <ul style="list-style-type: none"> • assessing a new DIF compliance program using a “bait” type vehicle; • assessing the administrative process for removal of non-compliant facilities; • assessing current policies in relation to safety risks, and; • working with ICBC and Advanced Education to explore options for expanding and enhancing the National Safety Code knowledge testing program. <p>Target date for DIF compliance program assessment: Fall 2019. Target date for policy safety risk assessment: Fall 2019. Target date for NSC testing enhancement/expansion: Spring 2020.</p>	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN has completed a review of sections within the Motor Vehicle Act specific to the Vehicle Inspection Program, (VIP) and the regulatory oversight of Designated Inspection Facilities, (DIF) and Authorized Inspectors, (AI).</p> <p>From the review TRAN has established recommendations for updating and modernizing Division 25 of the Motor Vehicle Act Regulations, the section that encompasses DIF regulations. Recommendations include updating the wording to more closely align with current technology, clarifying facility operator obligations and the ministry’s authorities, and strengthen appropriate charge sections to deter those that are non-compliant and pose a risk to road safety. It is expected to see the regulations changed and in force by fall of 2019.</p>

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5. Yes	We recommend that TRAN review the structure of CVSE to ensure greater consistency in inspection and enforcement practices.	<p>TRAN is reviewing options to improve consistency in inspection and enforcement practices.</p> <p>Items being reviewed include training, policies and supervision practices across the province.</p> <p>Based on the information collected, TRAN will create a strategy to improve consistency in inspection and enforcement activities, which will then be implemented.</p> <p>Target date for completion of strategy: Spring 2020</p>	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN has inventoried programs and reporting structure across the province.</p> <p>A working group is being established to further explore this topic, and based on the information collected; TRAN will create a strategy to improve consistency in inspection and enforcement activities.</p>
6. Yes	We recommend that TRAN ensure timely and consistent interventions with carriers.	In addition to the changes completed as described in the Actions Taken section, TRAN is exploring alternative program delivery options, including using third party auditing when a focussed intervention deployment is required.	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN is sharpening the focus on high risk carriers to ensure the most critical carriers are dealt with expeditiously (i.e. targeting high National Safety Code (NSC) point carriers).</p> <p>TRAN is seeking additional staff to improve intervention times by focussing more staff on carrier interventions.</p>

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7. Yes	We recommend that TRAN assess whether commercial vehicle safety and enforcement officers have the equipment, infrastructure, information and training they need to do their jobs safely and effectively, to ensure they can operate at the level necessary to deter non-compliance and meet ministry safety goals.	<p>TRAN is updating an assessment of operations and officer safety to determine what changes to equipment, infrastructure, information and training are required, which will include a jurisdictional review.</p> <p>TRAN will continue to update strategic reviews of infrastructure, corridor usage, placement and operational deployment, examine officer safety and initiating a third-party assessment of the risks and challenges our officers face while conducting their duties</p> <p>A comprehensive information technology project started in November, 2018 is underway to review and refresh the legacy CVSE IT systems, many of which are at end of life and due for replacement.</p> <p>The IT work will include the National Safety Code program, Vehicle Inspection Program, Commercial Vehicle Safety Alliance Inspection Program used by officers, and the Commercial Transport Management System interface that officers use on the front line.</p> <p>Target date for implementation plan: Winter 2019.</p>	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN has inventoried equipment, infrastructure, information and training across the province to provide information for the assesment described in the Actions Planned section .</p>

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8. Yes	We recommend that TRAN, ICBC and PSSG ensure the sufficiency, reliability and accuracy of commercial vehicle safety data and consider ways to integrate data sources to allow comprehensive analysis.	<p>TRAN, ICBC and PSSG will establish a cross sector working group to develop a coordinated strategy and implementation plan for identifying current challenges and establish mechanisms to improve the sufficiency, reliability and accuracy of road safety data including commercial vehicle safety data.</p> <p>Invitations to participate in the working group will be extended to other government road safety partners.</p> <p>The working group will explore leveraging the expertise of the Integrated Data Division and the feasibility of a sector specific data warehouse to facilitate more comprehensive analysis.</p> <p>Target date to establish working group: Spring 2019 Target date to complete implementation plan: Spring 2020</p>	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN, ICBC and PSSG are establishing a working group to identify ways to improve data quality and reconciliation, and to identify opportunities for improved data sharing and integration of data sources.</p>
9. Yes	We recommend that TRAN collect and analyze data that enables it to develop appropriate targets and to evaluate the effectiveness of its commercial vehicle safety programs.	<p>TRAN will be working with external experts in exploring deeper analysis to determine which data is appropriate to develop measurable targets and the method to collect the data.</p> <p>The work will create measurable goals that will directly correlate to the effectiveness of commercial vehicle safety programs.</p> <p>Target date for completion of measurable goals and targets: Winter 2019</p>	<p>Progress Assessment: Partially Implemented.</p> <p>Actions Taken & Discussion: TRAN is in the process of procuring an external expert to assist in the analysis described in the Actions Planned section.</p>

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